

Knowledge Capture Web tool for

Future DPW Functions & Operations

20 June 2000

Dave Johnson, CERL

Vickey McDonald, Dave Tomlinson, Pram Reddy



US Army Corps
of Engineers

Engineer Research & Development
Center

Introduction

- **Why do we need this tool?**
 - Handling large volumes of information
 - Difficulties with e-mail (firewalls, attachments)
 - Must make progress between meetings
 - Preserve knowledge for future use
 - Past experience: example
- **Purpose of tool**
 - Capture knowledge from meetings and subgroups work
 - Provide interactive tool for threaded-discussions of issues between meetings
 - Provide long-term single source for results of this initiative

Features of Tool

- New tool
- Web-based:
 - Easy access
 - Requires only browser to use
- No firewalls to block communication
 - User name and password required for threaded discussion part (sent out by Vickey)
- Allows sharing of large files (such as PowerPoint presentations) at high speed
- Very efficient means of storing large quantities of information

Examples of Using the Tool

- Retrieve results from the last workshop to review and determine what to do next
- Go to member list and get a specific person's phone number or e-mail address so you can contact him or her
- Send electronic file to Dave Johnson or Vickey to share with others (I.e. post on the web site under "critical reading material) in lieu of or in conjunction with e-mail distribution
- Go to "threaded discussion" section, read other's comments, and enter comments on one or more issues, attach reading material with comment (optional)

Installation group



Headquarters group



Overall Structure of Web Site

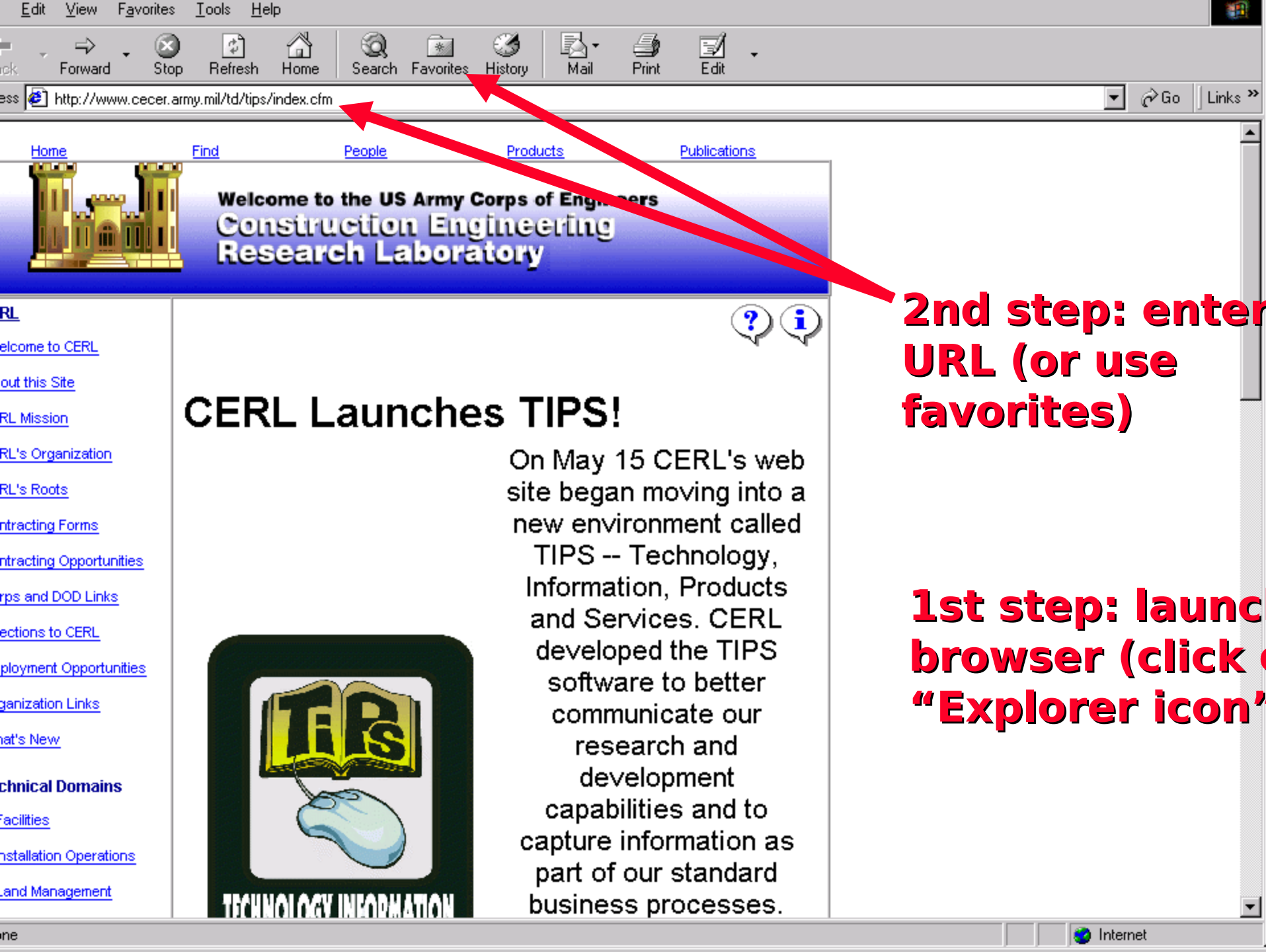
- **General Information**
 - Scope & Mission document, member list, etc.
- **Critical Reading Material**
 - Documents to share with others on key topics
- **Results of Workshop #1**
- **Results of Workshop #2**
- **Draft Deliverables**
 - Current drafts of documents from subgroups and groups
- **On-Line Discussion**
 - Threaded-discussion of key issues

Example of Structure of On-Line Discussion

- Installation Support Team
 - COE integrates with DPW
 - What are key success factors? (Dave Johnson)
 - Comment by Larry
 - Comment by Helen
 - Comment by John
 - “Lessons learned” from on-going initiatives and tests (Larry)
 - Comment by Helen
 - Comment by John
 - Comment by Ed
 - Comment by Gary
 - What to privatize by DPW?
 - **What are “core competencies” of DPW? How do we figure them out? (Gary)**
 - Comment by Dave
 - Comment by Ed
 - Comment by Doug

Overall Approach to Training

- Presentation to Workshop using captured screens
- “Live demo” with hands-on experience during breaks and happy hour



**2nd step: enter
URL (or use
favorites)**

**1st step: launch
browser (click on
"Explorer icon")**



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- Army Homepage
- Army Leading Change - The Army ...
- Army Recruiting Command - Publi...
- Army Reserve Command in Atlanta
- Army Reserve home page
- Army Reserves OCAR Homepage
- Army TRADOC - U.S. Army Traini...
- Business Area web page Military L...
- CPW Installation Support Center
- Crane - Naval Surface Warfare C...
- Defense Logistics Agency (DLA)
- DefenseLINK Photos
- DENIX on the Web!
- DoD ARCC Broadcasts
- DoD Installations - Home Page
- DoD Summary of DoD Reform Initi...
- ENFORCE21 home page
- Fort Monroe (Va) Home Page
- Ft Leonard wood Rolla net
- Future DPW website at CERL**
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- Installation Support Division, USA...
- Maps to Army installations AAFES ...
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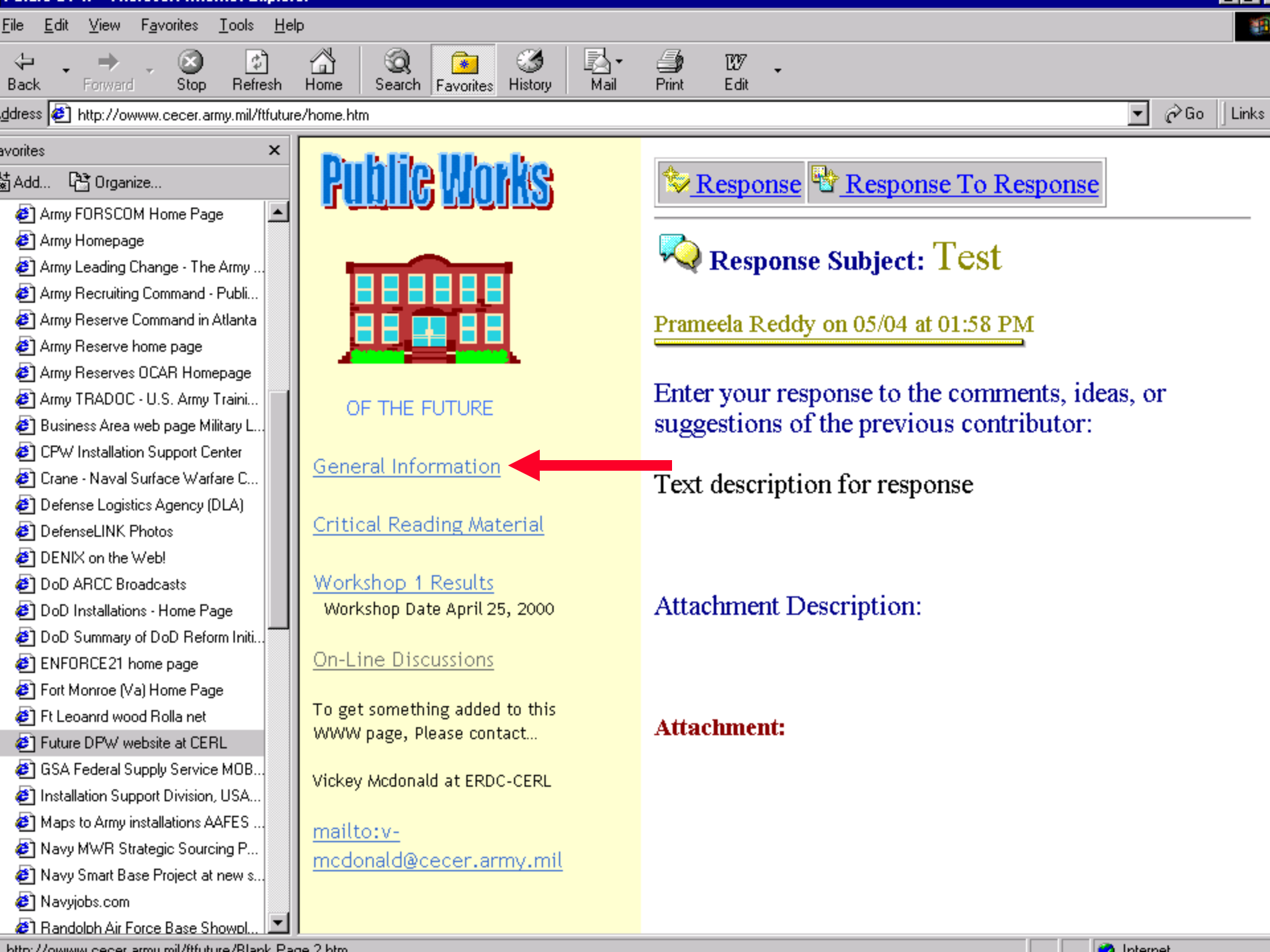
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CERL Launches TIPS!

On May 15 CERL's web site began moving into a new environment called TIPS -- Technology, Information, Products and Services. CERL developed the TIPS software to better communicate our research and development capabilities and to capture information as part of our standard business processes.





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mcdonald@cecer.army.mil](mailto:v-mcdonald@cecer.army.mil)

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Response Subject: Test

Prameela Reddy on 05/04 at 01:58 PM

Enter your response to the comments, ideas, or
suggestions of the previous contributor:

Text description for response

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Attachment:

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United States Army Directorate of Public Works

DPW of the Future Study Groups

Mission Conduct a fast-paced, focused study of future Directorate of Public Works (DPW) functions and operations to provide the basis for specific key decisions that must be made in the near future, particularly with regard to DPW upward reporting requirements and information technology (IT) systems support. The study will determine what the DPW of the future (i.e., 5 to 20 years out) should look like; how it should be organized; what should be its business practices; how/what should it expect of its service and base maintenance contractors in terms of reporting and performance.

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Last revised: April 27, 2000



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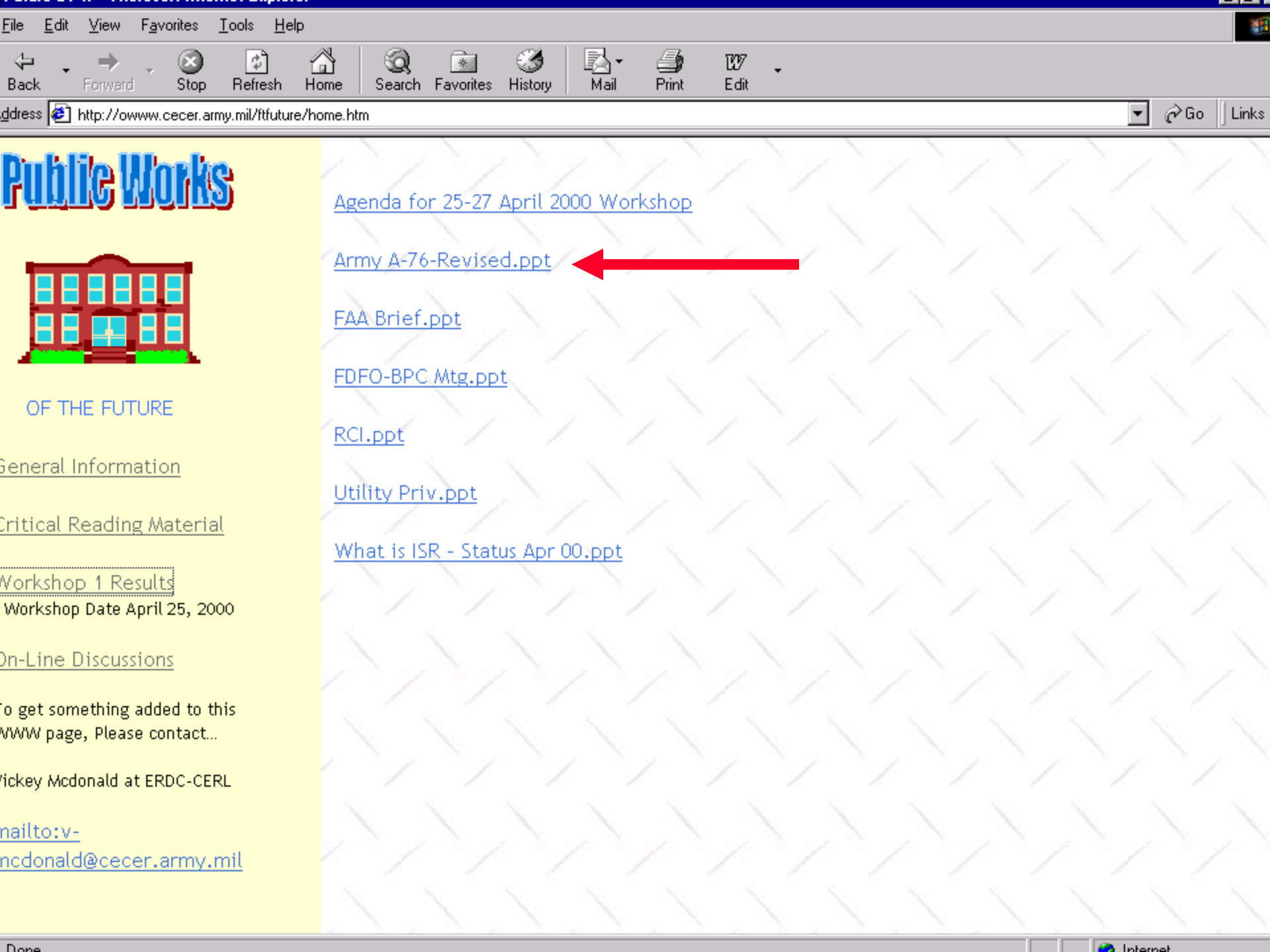
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Army Competitive Sourcing



Jim Wakefield

ACSIM Competitive Sourcing Office

25 April 2000



Army Values: Loyalty, Duty, Respect, Selfless Service, Honor, Integrity, Personal Courage

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DPW work shops and discussion

Subject: COE integrates with PW

Prameela Reddy on 05/04 at 02:33 PM

Category:

[Installation support team](#)

Main statement for discussion:

"Installation support will be accomplished by the "engineer family." Installation PWs and COE will partner to provide lifecycle PW service. The integrated team/partner is assigned to installation commander. Total integrated support, best service, and most competitive prices for services will be accomplished with this PW/COE Installation support Team."

Enter your comments or ideas about this approach for future DPW by responding to the above statement. You may respond with your ideas about the impact of this approach on DPW or HQ, and also give a priority code of 1 for most important, 2 for important, or 3 for not so important as a issue to improve DPW.

Enter Network Password [?] [X]

 Please type your user name and password.

Site: 129.229.130.12

Realm /

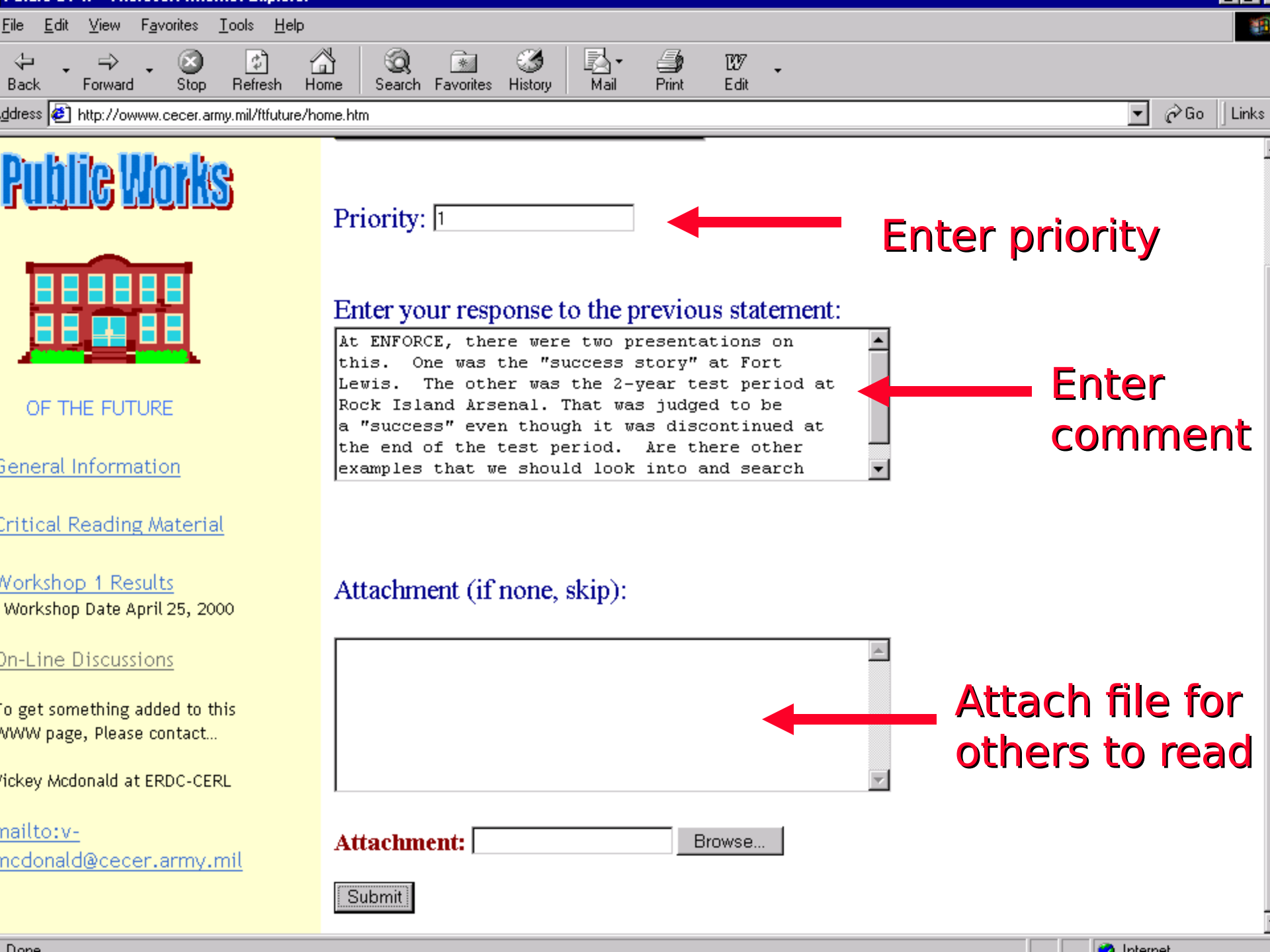
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☐ Save this password in your password list

OK Cancel

For threaded discussion, you will be asked to first enter User name and password (do this one time during session).



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Priority:



Enter priority

Enter your response to the previous statement:

At ENFORCE, there were two presentations on this. One was the "success story" at Fort Lewis. The other was the 2-year test period at Rock Island Arsenal. That was judged to be a "success" even though it was discontinued at the end of the test period. Are there other examples that we should look into and search



Enter comment

Attachment (if none, skip):



Attach file for others to read

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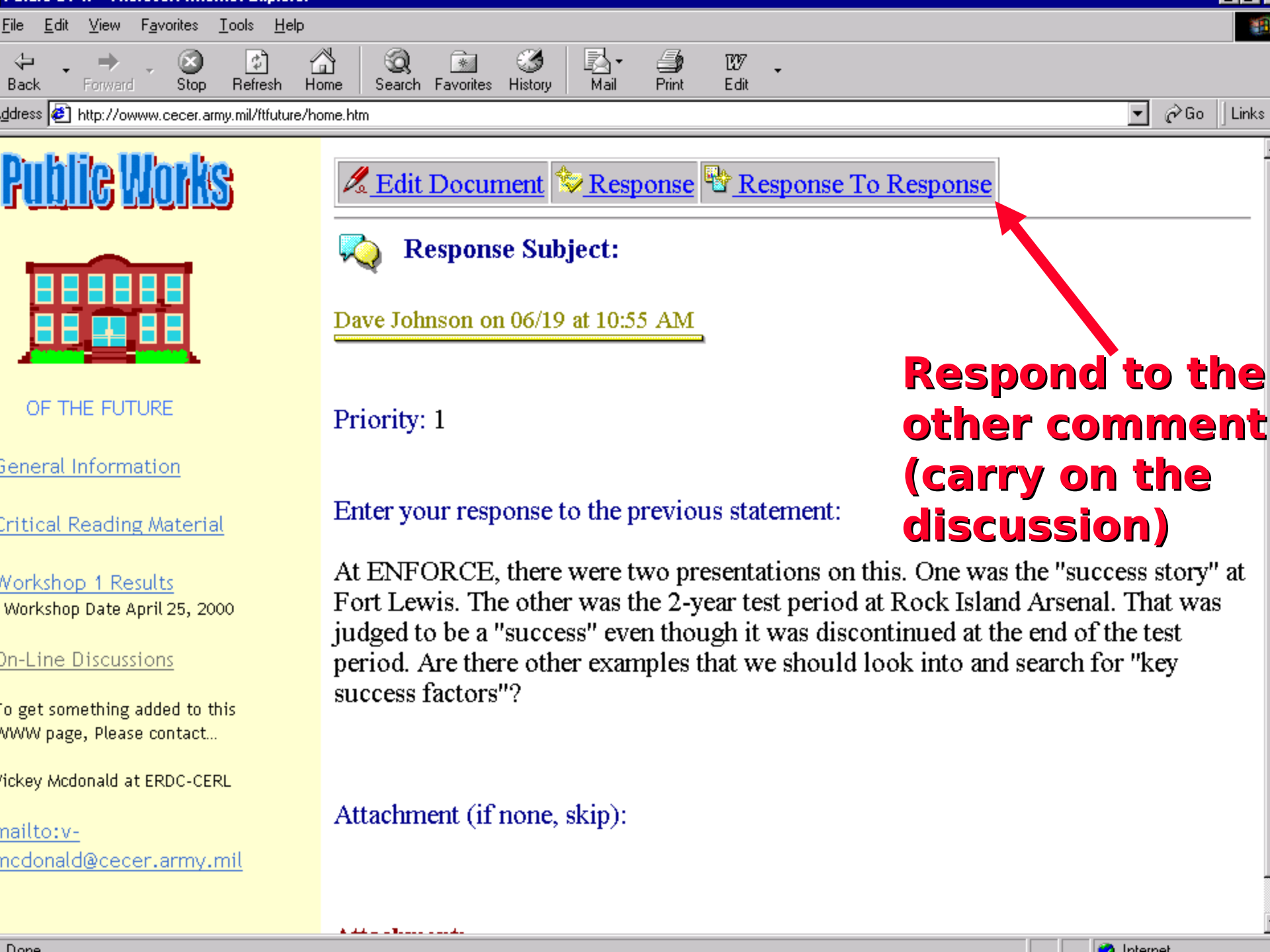
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 **Response Subject:**

Dave Johnson on 06/19 at 10:55 AM

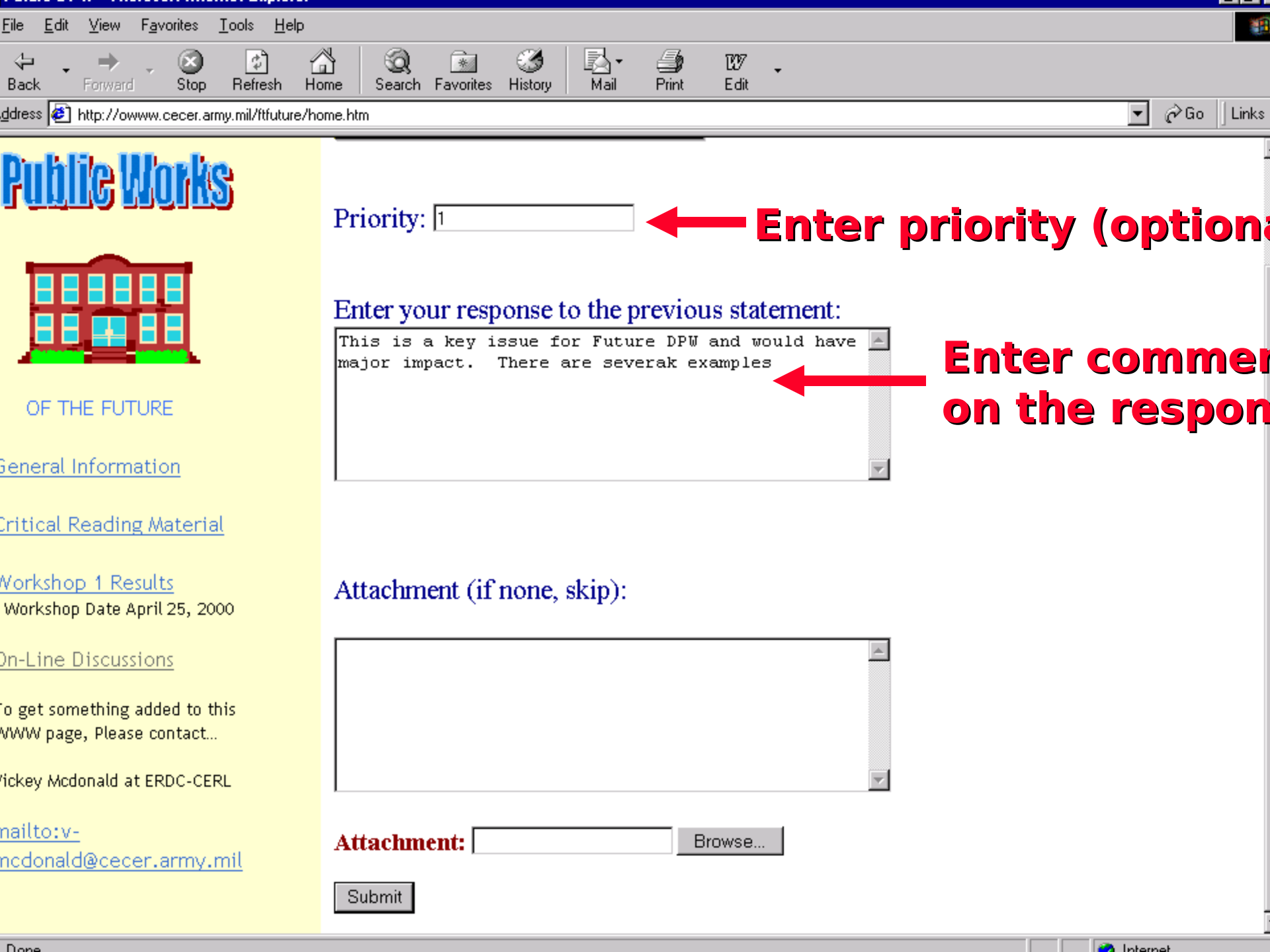
Priority: 1

Enter your response to the previous statement:

At ENFORCE, there were two presentations on this. One was the "success story" at Fort Lewis. The other was the 2-year test period at Rock Island Arsenal. That was judged to be a "success" even though it was discontinued at the end of the test period. Are there other examples that we should look into and search for "key success factors"?

Attachment (if none, skip):

**Respond to the
other comment
(carry on the
discussion)**



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Priority:

← Enter priority (optional)

Enter your response to the previous statement:

This is a key issue for Future DPW and would have major impact. There are severak examples

← Enter comment on the response

Attachment (if none, skip):

Attachment: Browse...

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Name	Organization	Phone	
Berrios, Will	USACE		wilbert.berrios@cecer.army.mil
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Brent, John	Ft. Benning	706-545-2180	brentj@berrios.cecer.army.mil
Brobeck, John	Ft. Lewis	253-966-1728	brobeckj@cecer.army.mil
Broedel, Heidi	USAREUR	011-49-621-730-8924/7247	heidi.broedel@cecer.army.mil
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Cooke, Ed	TRADOC	757-727-4180	cookee@cecer.army.mil
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Friedrich, Bob	ASA(ALT)	703-681-7577	bob.friedrich@cecer.army.mil

Summary

- New web-based tool to capture knowledge
- Key action: decide on structure for issues in threaded-discussion section
- Suggestions for additional things to add? (e.g. pictures of groups?)

Questions?
Comments?

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DPW work shops and discussion

Subject: No change in organizational structure, but
much more efficient

Prameela Reddy on 05/05 at 03:16 PM

Category:

Installation support team

Main statement for discussion:

Installation operates as is without any changes in the organizational structure. Improve efficiency with public/private sector partnerships, workforce management techniques, workload management techniques, and other methods.

Enter your comments or ideas about this approach for future DPW by responding to the above statement. You may respond with your ideas about the impact of this approach on DPW or HQ, and also give a priority code of 1 for most important, 2 for important, or 3 for not so important as a issue to improve DPW.

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